

# WaterWatch

Utilities Customer Service Division: 703-248-5071 (TTY 711)

Web: [www.fallschurchva.gov](http://www.fallschurchva.gov)

E-Mail: [water@fallschurchva.gov](mailto:water@fallschurchva.gov)

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## Time to Check Your Irrigation System

As a reminder, if you have an underground irrigation system, this is the time to have it checked, **before** you begin to use the sprinkler system. With the harsh and cold weather we experienced this winter, it is very possible that there could be a leak in the line. This will result in a significant increase in consumption when the system is turned, and irrigation systems are the responsibility of the customer to maintain. We do not grant adjustments or credits for higher than normal usage. If you normally do not have the company turn on the system for you in the spring, we strongly suggest that you make an appointment with one to thoroughly check out the system before you turn it on this year. As a conservation effort, it is also a good idea to have the sprinkler heads adjusted so only your lawn is watered and not the sidewalk, house or street. These efforts will result in mitigating your water loss and a lower water bill.

Two years ago, the city of Phoenix, Arizona, conducted a pilot program to promote water savings in single family homes that were high volume users. There were 650 participants who were interviewed and surveyed about their water usage. Many of those customers had irrigation systems. As you may imagine, irrigation systems were the most common type of leak after in-home visits were conducted. Repairs included replacing or repairing clogged sprinkler heads. Reductions in watering patterns were made by changing the operation of the automatic system.

While the greatest conservation efforts were outdoors, indoor changes were also reported. Our featured article on toilet leaks in the *Winter WaterWatch* was read by many customers who performed the suggested dye test and found they had a leak. We are pleased that many of you performed the test after reading the article and replaced flappers when necessary!

## Conserving Water in Your Home

Where does the majority of water usage come from in your home? For many, the answer is toilet flushing, unless you have installed a new low-flow commode. The older models use anywhere from five to seven gallons of water per flush. The American Water Works Association compiled the list below of typical household water usage in order from highest to lowest:

- Toilet flushing 40%
- Showers/baths 32%
- Laundry 14%
- Dishwashing 6%
- Cooking and drinking 5%
- Bathroom sink 3%

## Remember...

- **Please provide us with a day and evening phone number** so we can contact you in case of an emergency.
- **Please ensure that your meter box is accessible at all times.** Avoid mulching or planting on top of the meter box. In case of an emergency, we must have quick access to shut the meter off.
- **Moving? Please notify us at 703-248-5071 (TTY 711) at least three business days in advance of your move** so that we can schedule your final reading. We will also need your forwarding address for mailing your last bill.

## Have a Problem? Let Us Know

Please report all problems to a Customer Service representative by calling 703-248-5071 (TTY 711) between 8 a.m. and 5 p.m., Monday through Friday. Our goal is to provide you with the best service at all times. If your problem is not resolved, please ask to speak to the Customer Service Director.



CITY OF  
**FALLS  
CHURCH**

## Utility Billing Customer Service

300 Park Avenue, East Wing, Suite 100  
Falls Church, VA 22046

**Office Hours:** Monday - Friday, 8 a.m. - 5 p.m.  
Representatives are available from 8 a.m. - 5 p.m.  
Monday - Friday.

Main number: 703-248-5071 (TTY 711)

### After Hours Emergencies:

Chain Bridge Pumping Station  
703-248-5044 (TTY 711)  
703-248-5214 fax

### Bill Payments

(Please do not include correspondence)

City of Falls Church

P.O. Box 7400

Merrifield, VA 22116-7400

### On the Web

[www.fallschurchva.gov](http://www.fallschurchva.gov)

E-Mail: [water@fallschurchva.gov](mailto:water@fallschurchva.gov)

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## Annual Water Quality Report

The Annual Water Quality Report will be mailed to all customers by June 30, 2010. This report will also be available to view at [www.fallschurchva.gov](http://www.fallschurchva.gov). The Safe Drinking Water Act requires all utilities to issue this report to customers. If you have any questions regarding this report, call the Public Utilities Division at 703-248-5070 (TTY 711).

## Returned Check Fee Increase

Effective July 1, 2010, the fee for returned ACH debits and returned checks will be increased to \$50 per occurrence.

## Consider a Rain Barrel and Support Water Conservation

Spring showers bring May flowers, so take advantage of Mother Nature's offering by harvesting the rain for future use. Learn how at a rain barrel workshop and sale. A rain barrel is a modified 50-gallon food-grade polyethylene barrel placed under roof downspouts to collect rain water from the roof.



Why use a rain barrel?

- Protect natural resources! Using rainwater for outdoor gardening reduces dependence on municipal water.
- Why spend money on something that can be collected for free! Lawn and garden watering make up nearly 40 percent of total household water use during the summer.
- Reduce the amount of runoff. This helps over-stressed storm drain system during rainfall events.
- Plants thrive on naturally soft rainwater that contains no chlorine, fluoride or other chemicals.
- Encourage neighbors to think of clean water as a finite resource that must be conserved and protected. Lead through example!

Register for a "make your own" rain barrel workshop or purchase one ready made by visiting [www.arlingtonenvironment.org/barrel.php](http://www.arlingtonenvironment.org/barrel.php). For more information, contact [rainbarrel@fairfaxcounty.gov](mailto:rainbarrel@fairfaxcounty.gov) or 703-324-1428.

Northern Virginia Rain Barrel Program partner organizations and agencies: the City of Falls Church, Arlingtonians for a Clean Environment, Arlington County, Northern Virginia Soil & Water Conservation District, the Virginia Department of Conservation and Recreation, Fairfax County, Fairfax County Public Schools, the City of Alexandria, the Reston Association, and Fairfax County Park Authority.

**The 2009 Annual Water Report is available online.** Read it at [www.fallschurchva.gov/Content/Government/Departments/](http://www.fallschurchva.gov/Content/Government/Departments/)

## Helpful Tips and Reminders

### Correspondence

We occasionally receive calls from customers who say they sent a letter with their coupon and check payment. Please note that correspondence included with your payment does not reach us. Payments are received at a P.O. Box for our bank's processing center and enclosed correspondence is not forwarded to us. You will see on your bill just above the perforated line: **"PLEASE DO NOT MAIL CORRESPONDENCE WITH PAYMENTS"**

Instead, contact us by phone at 703-248-5070 (TTY 711), e-mail [water@fallschurchva.gov](mailto:water@fallschurchva.gov) or mail correspondence to:

Customer Service  
300 Park Avenue  
Suite 100 East  
Falls Church, VA 22046

### Facts

- More than one trillion gallons of water leak from homes each year nationwide.
- There are approximately 200,000 water suppliers in the United States.
- The Safe Drinking Water Act, which is administered by the U.S. Environmental Protection Agency, protects the quality of drinking water.
- The state Department of Health has the responsibility of enforcing federal standards.
- When purchasing new water-saving or plumbing products, look for WaterSense™ labeled products.



Environmental Services /  
AnnualWaterReport2009.pdf.

### Policy of Non-Discrimination on the Basis of Disability

The City of Falls Church does not discriminate on the basis of disability in its employment practices or in the admission to, access to, or operations of its services, programs, or activities. Letha Flippin, 300 Park Avenue, Falls Church, Virginia 22046 has been designated to coordinate compliance with the ADA